



Appendix J

Maintenance of the Manual

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Policy for Maintaining the *Animal Product Manual* (APM)

Generally, two copies of the *Animal Product Manual* (APM) will be provided to every work location. However, what constitutes a work location and how many manuals are needed will vary from location to location. At larger ports there should be two manuals placed in every area where animal product importations are regulated. Examples of separate work locations include the air cargo area, each passenger baggage counter, the compliance desk, the international mail facility, and the maritime cargo area.

Some locations may need more than two manuals such as a cargo area and compliance desk where several officers are located and where officers take an APM with them to clear cargo. Some remote work locations such as express air cargo operations may **not** have a mailing address and may **only** need one manual. For remote work locations without mailing addresses, include your copy count in the one established for the work location that services the remote location.

Each officer no longer needs to maintain an APM. However, it will be necessary to designate an individual(s) at each work location to maintain the manual. PPQ's Veterinary Regulatory Services (VRS) will continue to evaluate the accuracy and currency of the APM during port reviews.

Any addition or change to the established copy count **must** be approved by PPQ, VRS. Contact PPQ, VRS through channels at 301/734-7633 or e-mail <margaret.m.dziedziak@usda.gov>.

Supporting and Updating the *Animal Product Manual (APM)*

Just as it is cheaper and less time consuming in the long run to properly maintain a piece of the equipment, so it is with a manual. Manuals **must** be maintained and modified properly. Without a systematic procedure for maintaining manuals, they are likely to fail—substantially reducing the effectiveness of the programs they support. So to maintain manuals, a systematic procedure is a **must**. A five-point description of how the APM will be supported and maintained—including the user's responsibility for maintaining the integrity of the manual—follows.

Issuing Revisions

PPQ's Manuals Unit revises the APM by distributing immediate updates. New editions are scheduled at fixed intervals—barring budgetary constraints—at least every 4 years or whenever the percentage of updated pages exceeds 30 percent.

All revisions will be issued as either “add a page” or “replace a page.” For critical updates, PPQ, VRS immediately posts a message to PPQ's bulletin board and the Manuals Unit follows up with a page revision. When the percentage of updated pages exceeds 30 percent, the entire manual section is reprinted, barring budgetary constraints. A new page will **not** be issued solely to correct a minor typographical error. Errors that would lead to an incorrect action are immediately corrected.

Keeping Manuals Current

There are three ways to track revisions for your APM: the Update Record, transmittal memos, and control data.

The *Update Record* is located on the reverse side of the title page of the APM. The purpose of the *Update Record* is to let you know when you are missing a transmittal. The *Update Record* also lets PPQ, VRS know how up to date the work location manuals are when conducting an audit. All transmittals are to be recorded on the **Update Record**.

All revisions will be accompanied by transmittal memos. These will be numbered consecutively each calendar year, allowing you to know if you have missed something.

Work locations are to numerically file all transmittals. The filed transmittals will be used by Headquarters to audit the APM during port reviews. Individually, you may want to retain and file the transmittals to assure yourself that you have received all the previous issuances.

In addition to having numbered transmittals, each manual page has control data positioned at the bottom. The revised page's control data alerts you to whether or **not** you have the most up-to-date version. See [Figure 10-1-1](#) below.

10/2002-01 PPQ, VRS	◆ 10/2002 is the month and year the manual was issued
	◆ -01 is the transmittal number
	◆ The first transmittal number for the year is always -01

FIGURE 10-1-1 Manual Control Data

Knowing What Is Revised and the Nature of the Revision

Each transmittal will explain the purpose of the revision and give you directions for making the revision, such as adding or replacing pages.

Except for changes to the indexes, each revision will be marked with a change bar as located to the left of this sentence.

Knowing Your Responsibilities So Your APM Is Always Up to Date

To maintain the APM effectively and to enhance professionalism, the APM **must** be kept up to date. If you fail to keep the manual at the work location updated, you run the risk of making a decision that provides the opportunity for an outbreak of an exotic disease. Your diligence is a crucial part of this process.

When you receive revisions, please do the following:

1. Read the revisions when you receive them.
2. Record the transmittal in the [Update Record](#).
3. Add or replace the revised pages in the manual on the day they are received.
4. File transmittal memos.
5. If you have missed a transmittal, let APHIS Distribution know. Make sure that you communicate, through channels, the information that allows APHIS Distribution to update the mailing list.
6. Sound off when you feel you know a way to improve the maintenance of the manual system. Use the Comment Sheet at the back of this manual to let the Manual Unit know of technical errors, procedural changes, or needed enhancements. If the suggestion is complex and you need to explain it to someone, then call John Patterson at 240/629-1934



If you have a situation that requires an immediate response regarding a procedure or regulatory action or you have comments, suggestions, complaints, recommended changes, etc., about the content of the Animal Product Manual, contact PPQ, VRS at 301/734-7633.

Supersede Statements

The Manuals Unit is obligated to the users of any document produced to identify all the previous documents which contain outdated information and are no longer valid. Also, it has become apparent that supersede statements are critical from a legal standpoint. If a user accessed outdated information which has **not** been formally superseded, our agency can be liable.

Therefore, a supersede statement will be incorporated in each update we produce if the content in fact has superseded existing documents (manual, memorandum, e-mail message, etc.).

Adding and Changing Addresses and Copy Counts

TABLE J-1-1 Contacts for Changing Copy Count or Mailing Address for Manuals

If you need to add or change the:	Then contact through the proper channels:
Copy count (number of copies of the manual your work location is receiving)	<ul style="list-style-type: none">◆ PPQ, VRS for approval at 301/734-7633 or <margaret.m.dziedziak@usda.gov>◆ Refer to the new policy at the beginning of this appendix
Address	Ed Lawson < edward.s.lawson@usda.gov > or FAX: 301/734-8455

When updating mailing lists maintained by APHIS Distribution, always provide the following information:

- ◆ Distribution code: 34043 (for the APM)
- ◆ Access code from a mailing label used to send your work location operational manuals. This code is the top line consisting of numbers and letters, i.e., YM017 34043/20737CGUA 4 0001
- ◆ Old address
- ◆ New address
- ◆ Contact person
- ◆ Telephone and FAX numbers

Mail, FAX, or e-mail APHIS Distribution at the following address:

USDA, APHIS, PDMSC
Printing, Distribution, and Mail Services Center
4700 River Road, Unit 1A01
Riverdale, MD 20737-1229
ATTN: Ed Lawson
FAX: 301/734-8455
E-mail: <edward.s.lawson@usda.gov>

Ordering Additional Manuals and Transmittals

APHIS Distribution is responsible for storing and distributing the APM and its associated updates. The address is as follows:

USDA, APHIS, PDMSC
Printing, Distribution, and Mail Services Center
4700 River Road, Unit 1A01
Riverdale, MD 20737-1229
ATTN: Mary L. Kellington
FAX 301/734-8455
E-mail: <mary.l.kellington@usda.gov>

Use e-mail, FAX, telephone, or mail when requesting services and always provide the following information:

Organization
P.O. Box or Street Address (include room or suite number)
City, State, and nine-digit Zip code
Contact person
Telephone and FAX numbers
Manual title: APM
Transmittal number (i.e., 08/2002-01)
Number of copies needed

